FIG. 1

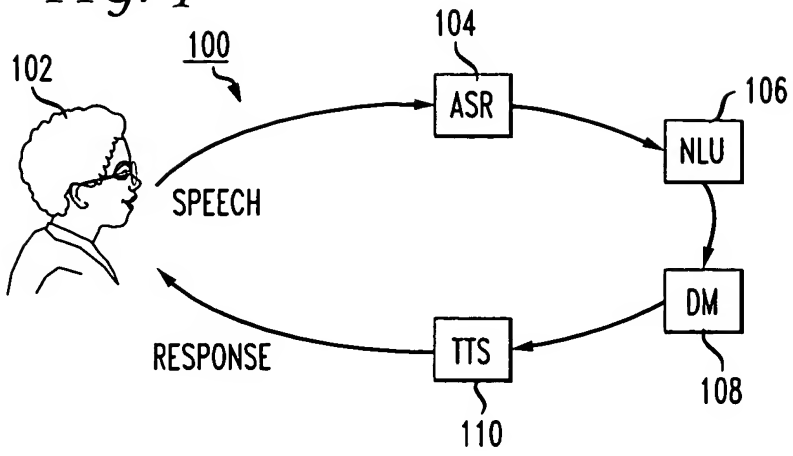

100
102
104
ASR
106
NLU
SPEECH
DM
RESPONSE
TTS
108
110

FIG. 2A

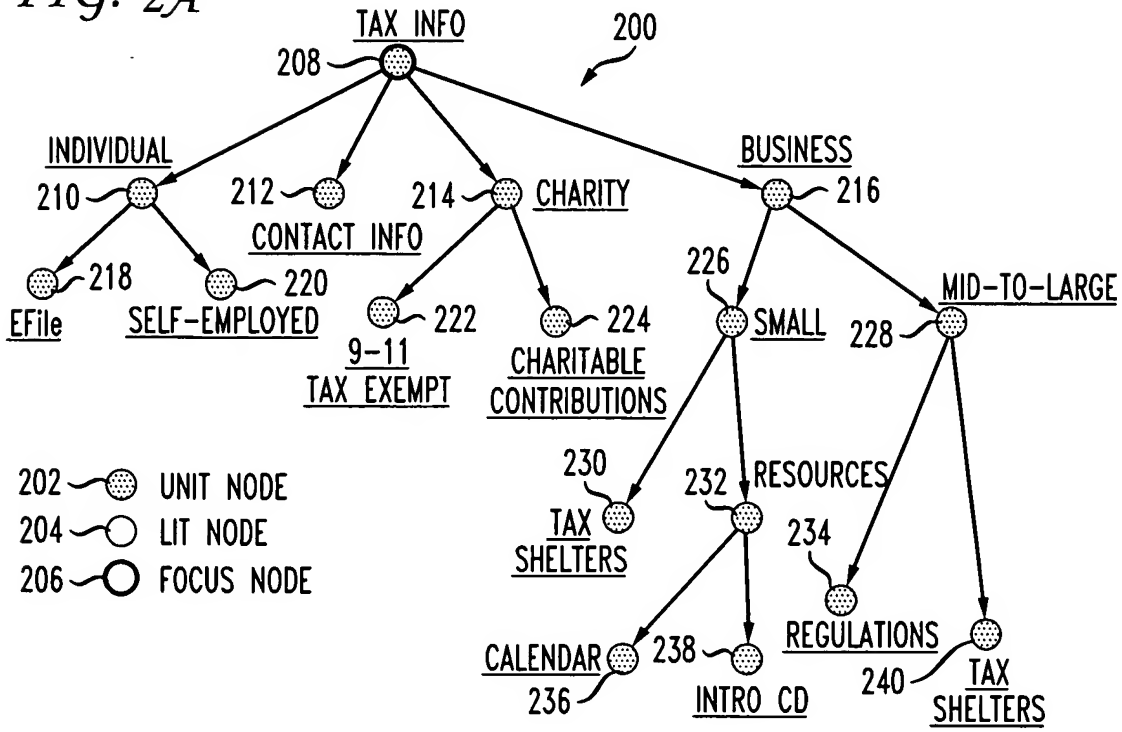

TAX INFO
200
208
INDIVIDUAL
210
212
CONTACT INFO
214
CHARITY
BUSINESS
216
218
EFile
220
SELF-EMPLOYED
222
9-11
TAX EXEMPT
224
CHARITABLE
CONTRIBUTIONS
226
SMALL
228
MID-TO-LARGE
230
TAX
SHELTERS
232
RESOURCES
234
REGULATIONS
CALENDAR
236
238
INTRO CD
240
TAX
SHELTERS
202 UNIT NODE
204 LIT NODE
206 FOCUS NODE

FIG. 2B

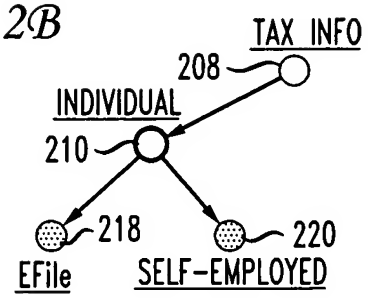

TAX INFO
208
INDIVIDUAL
210
218
220
EFile
SELF-EMPLOYED

FIG. 2C

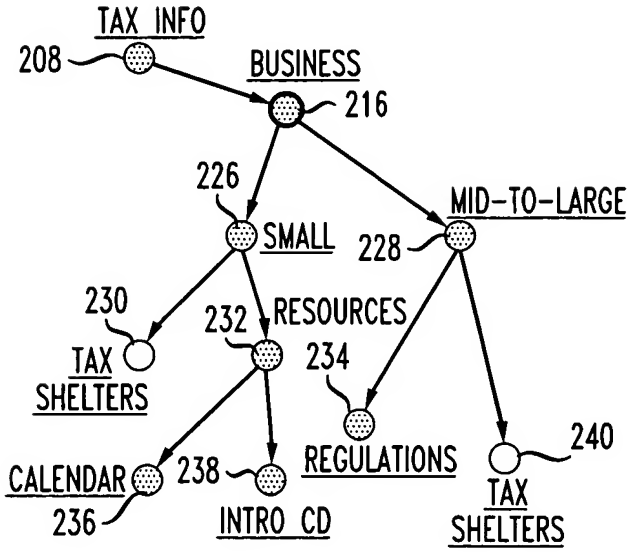
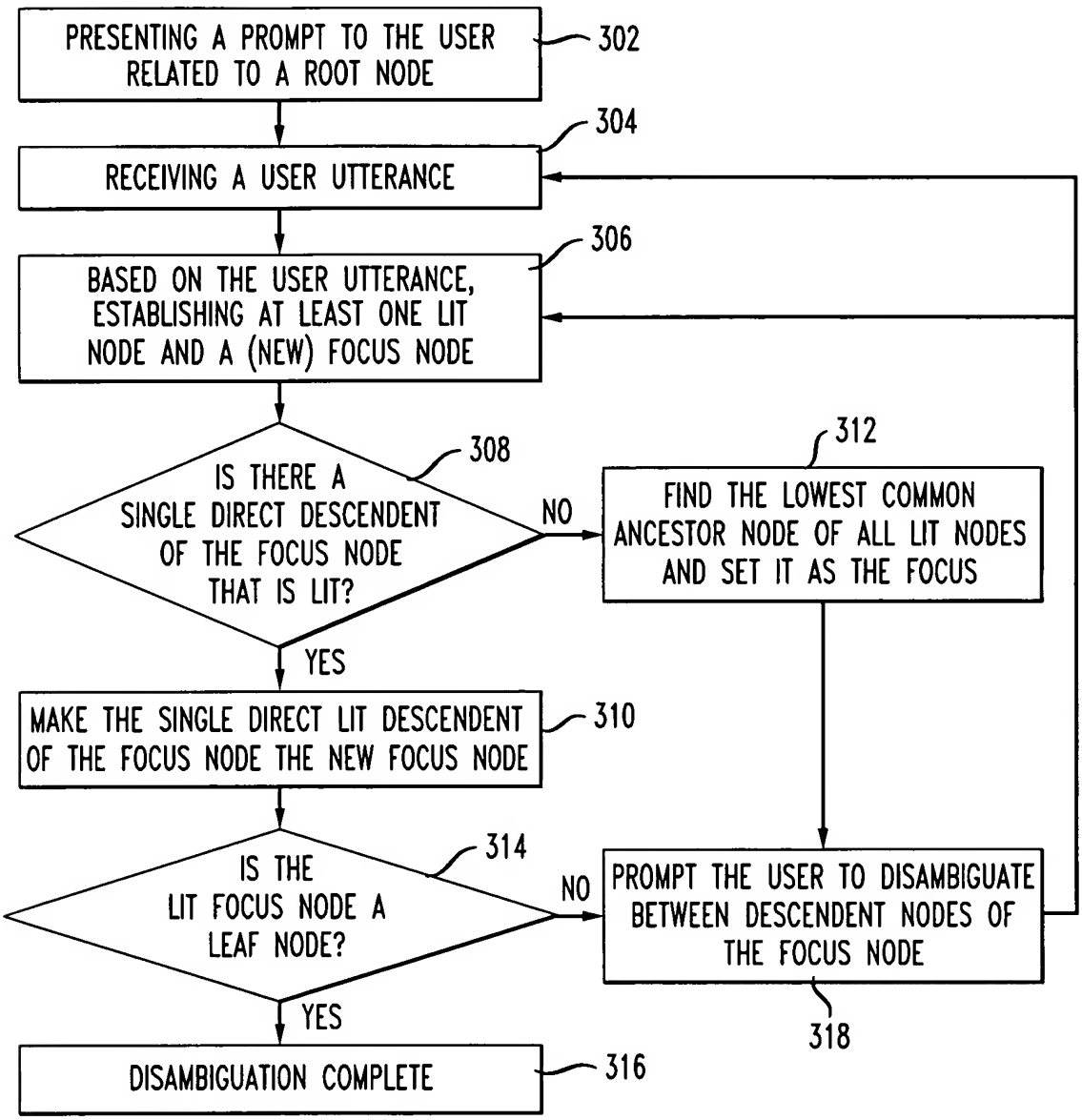

TAX INFO
208
BUSINESS
216
226
SMALL
MID-TO-LARGE
228
230
TAX
SHELTERS
232
RESOURCES
234
CALENDAR
236
238
INTRO CD
REGULATIONS
240
TAX
SHELTERS

FIG. 3


PRESENTING A PROMPT TO THE USER RELATED TO A ROOT NODE
302
RECEIVING A USER UTTERANCE
304
BASED ON THE USER UTTERANCE, ESTABLISHING AT LEAST ONE LIT NODE AND A (NEW) FOCUS NODE
306
IS THERE A SINGLE DIRECT DESCENDENT OF THE FOCUS NODE THAT IS LIT?
308
NO
FIND THE LOWEST COMMON ANCESTOR NODE OF ALL LIT NODES AND SET IT AS THE FOCUS
312
YES
MAKE THE SINGLE DIRECT LIT DESCENDENT OF THE FOCUS NODE THE NEW FOCUS NODE
310
IS THE LIT FOCUS NODE A LEAF NODE?
314
NO
PROMPT THE USER TO DISAMBIGUATE BETWEEN DESCENDENT NODES OF THE FOCUS NODE
318
YES
DISAMBIGUATION COMPLETE
316